

## Exhibit 300: Capital Asset Plan and Business Case Summary

### Part I: Summary Information And Justification (All Capital Assets)

#### Section A: Overview

1. **Date of Submission:** 2010-09-17

2. **Agency:** 023

3. **Bureau:** 10

4. **Name of this Investment:** Federal Supply Service 19

5. **Unique Project (Investment) Identifier (UPI):** 023-10-01-14-01-1030-00

6. **What kind of investment will this be in FY 2012?:** Mixed Life Cycle

- Planning
- Full Acquisition
- Operations and Maintenance
- Mixed Life Cycle
- Multi-Agency Collaboration

7. **What was the first budget year this investment was submitted to OMB?** FY2001 or earlier

8.

- a. **Provide a brief summary of the investment and justification, including a brief description of how this closes in part or in whole an identified agency performance gap, specific accomplishments expected by the budget year and the related benefit to the mission, and the primary beneficiary(ies) of the investment.**

The FSS-19 system, which became operational in 1980, supports the FAS Offices of General Supplies and Services, Integrated Technology Services, Assisted Acquisition Services, and Acquisition Management in attaining their goals of providing best value for the customer. The system also provides support to the FAS Customer Supply Center (CSC) and GSA Advantage! systems. Internal FSS-19 customers include FAS personnel located in the acquisition centers, depots in Region 2 (NY) and Region 9 (San Francisco), and the Office of Customer Accounts and Research. External users (in other Federal agencies and the military, District of Columbia government, eligible State and local governments, and educational institutions receiving Federal funds) send orders to FSS-19 through other systems such as the Defense Automated Addressing System, CSC, Warehouse Management System, GSA Advantage!, and the Touch Tone Ordering System for the U.S. Postal Service. Over 210,000 customers use FSS-19 each year. FSS-19 is an end-to-end order processing system, performing all major phases of the order process. Automation features of FSS-19 include supply decision-making and routing of customer orders to the stock or special order programs, maintaining backorders, processing cancellations, providing the status of all customer orders, sending billing data to the Office of Finance, retrieving data on-line, maintaining summarized information on customer demand and the history of over 10 million orders, reporting contract and purchase order data to the Federal Procurement Data System, interfacing with the Central Contractor Registration System, managing pricing and cataloging of items, receiving and storing stock, maintaining currency of items in stock and recommending stock replenishments, generating all depot documentation for packing and shipping stock items, using Workload Selection Instruction so each depot can determine how to consolidate shipments based on route, carrier and/or area, creating and maintaining contracts, writing and amending purchase orders, tracking vendors, negotiating Schedules and Special Item Numbers, maintaining vendor sales and payments data for the Industrial Funding Fee (IFF) program, monitoring IFF activity and identifying late sales and payments, and notifying vendors about various IFF problems. FSS-19 interfaces with the order processing systems mentioned above and with various financial accounting systems (NEAR/Pegasys).

- b. **Provide any links to relevant websites that would be useful to gain additional information on the**

investment including links to GAO and IG reports.

Title	Link
NONE	

9.

- a. **Provide the date of the Agency's Executive/Investment Committee approval of this investment.**  
2010-08-17
- b. **Provide the date of the most recent or planned approved project charter.** 2010-10-31

10. **Contact information?**

- a. **Program/Project Manager Name:** \*  
**Phone Number:** \*  
**Email:** \*
- b. **Business Function Owner Name (i.e. Executive Agent or Investment Owner):** Jonathan T Folz  
**Phone Number:** \*  
**Email:** \*

**11. What project management qualifications does the Project Manager have? (choose only one per FAC-P/PM or DAWIA):** Project manager qualifications according to FAC-P/PM or DAWIA criteria is under review for this investment.

- Project manager has been validated according to FAC-P/PM or DAWIA criteria as qualified for this investment.
- Project manager qualifications according to FAC-P/PM or DAWIA criteria is under review for this investment.
- Project manager assigned to investment, but does not meet requirements according to FAC-P/PM or DAWIA criteria.
- Project manager assigned but qualification status review has not yet started.
- No project manager has yet been assigned to this investment.

## Section B: Summary of Funding (Budget Authority for Capital Assets)

1.

Table I.B.1: Summary of Funding

(In millions of dollars)

(Estimates for BY+1 and beyond are for planning purposes only and do not represent budget decisions)

	PY-1 and earlier	PY 2010	CY 2011 (CY Continuing Resolution)	BY 2012	BY+1 2013	BY+2 2014	BY+3 2015	BY+4 and beyond	Total
Planning:	*	*	*	*	*	*	*	*	*
Acquisition:	*	*	*	*	*	*	*	*	*
Planning & Acquisition Government FTE Costs	*	*	*	*	*	*	*	*	*
Subtotal Planning & Acquisition(DME):	*	*	*	*	*	*	*	*	*
Operations & Maintenance:	*	*	*	*	*	*	*	*	*
Disposition Costs (optional):	*	*	*	*	*	*	*	*	*
Operations, Maintenance, Disposition Government FTE Costs	*	*	*	*	*	*	*	*	*
Subtotal O&M and Disposition Costs (SS):	*	*	*	*	*	*	*	*	*
TOTAL FTE Costs	*	*	*	*	*	*	*	*	*
TOTAL (not including FTE costs):	*	*	*	*	*	*	*	*	*
TOTAL (including FTE costs):	*	*	*	*	*	*	*	*	*
Number of FTE represented by	*	*	*	*	*	*	*	*	*

**Table I.B.1: Summary of Funding**  
**(In millions of dollars)**

(Estimates for BY+1 and beyond are for planning purposes only and do not represent budget decisions)

	PY-1 and earlier	PY 2010	CY 2011 (CY Continuing Resolution)	BY 2012	BY+1 2013	BY+2 2014	BY+3 2015	BY+4 and beyond	Total
Costs:									

2. Insert the number of years covered in the column “PY-1 and earlier”:

3. Insert the number of years covered in the column “BY+4 and beyond”: \*

4. If the summary of funding has changed from the FY 2011 President’s Budget request, briefly explain those changes:

\*

## Section C: Acquisition/Contract Strategy (All Capital Assets)

1.

Table I.C.1 Contracts Table

Contract Status	Contracting Agency ID	Procurement Instrument Identifier (PIID)	Indefinite Delivery Vehicle (IDV) Reference ID	Solicitation ID	Alternative financing	EVM Required	Ultimate Contract Value (M)	Type of Contract/Task Order (Pricing)	Is the contract a Performance Based Service Acquisition (PBSA)?	Effective date	Actual or expected End Date of Contract/Task Order	Extent Competed	Short description of acquisition
Awarded		GS35F0343J	NA		*	*	\$15.3	Time and Materials	Y	2009-10-01	2010-03-31	Full and Open Competition	
Awarded		GS35F0400J	NA		*	*	\$400.0	Time and Materials	Y	2009-10-09	2014-10-08	Full and Open Competition	
Awarded		GS35F0164M	NA		*	*	\$8.8	Time and Materials	N	2002-04-22	2011-09-30	Full and Open Competition	
Awarded		GS35F4644G	NA		*	*	\$2.1	Time and Materials	N	2009-10-01	2014-09-30	Full and Open Competition	
Awarded		GS35F0343J	NA		*	*	\$2.6	Time and Materials	Y	2002-07-08	2011-09-30	Full and Open Competition	
Awarded		GS35F5212H	NA		*	*	\$5.1	Time and Materials	N	2002-08-08	2010-09-30	Full and Open Competition	

2. If earned value is not required or will not be a contract requirement for any of the contracts or task orders above, explain why:

\*

3.

a. Has an Acquisition Plan been developed? If yes, please answer the questions that follow \*

b. Does the Acquisition Plan reflect the requirements of FAR Subpart 7.1 \*

c. Was the Acquisition Plan approved in accordance with agency requirements \*

d. If "yes," enter the date of approval? \*

e. Is the acquisition plan consistent with your agency Strategic Sustainability Performance Plan? \*

f. Does the acquisition plan meet the requirements of EOs 13423 and 13514? \*

g. If an Acquisition Plan has not been developed, provide a brief explanation.

\*

## Part II: IT Capital Investments

### Section A: General

1.
  - a. Confirm that the IT Program/Project manager has the following competencies: configuration management, data management, information management, information resources strategy and planning, information systems/network security, IT architecture, IT performance assessment, infrastructure design, systems integration, systems life cycle, technology awareness, and capital planning and investment control. *yes*
  - b. If not, confirm that the PM has a development plan to achieve competencies either by direct experience or education.
2. Describe the progress of evaluating cloud computing alternatives for service delivery to support this investment. Evaluation of cloud computing alternatives will begin in FY11
3. Provide the date of the most recent or planned Quality Assurance Plan *2010-06-30*
4.
  - a. Provide the UPI of all other investments that have a significant dependency on the successful implementation of this investment.
  - b. If this investment is significantly dependent on the successful implementation of another investment(s), please provide the UPI(s).
5. An Alternatives Analysis must be conducted for all Major Investments with Planning and Acquisition (DME) activities and evaluate the costs and benefits of at least three alternatives and the status quo. The details of the analysis must be available to OMB upon request. Provide the date of the most recent or planned alternatives analysis for this investment. *2005-07-07*
6. Risks must be actively managed throughout the lifecycle of the investment. The Risk Management Plan and risk register must be available to OMB upon request. Provide the date that the risk register was last updated. *2010-08-30*

## Section B: Cost and Schedule Performance

Table II.B.1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline:

Description of Activity	DME or SS	Agency EA Transition Plan Milestone Identifier	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
FY08 DME		*	\$2.3	\$2.3	2007-10-01	2007-10-01	2008-09-30	2008-09-30	100.00%	100.00%
FY07 DME		*	\$5.9	\$0.9	2006-10-01	2006-10-16	2007-09-30	2007-08-30	100.00%	100.00%
FY07 SS		*	\$22.4	\$20.6	2006-10-01	2006-10-01	2007-09-30	2007-08-30	100.00%	100.00%
FY05 SS		*	\$15.2	\$15.2	2004-10-01	2004-10-01	2005-09-30	2005-09-30	100.00%	100.00%
FY04 SS		*	\$10.6	\$10.6	2003-10-01	2003-10-01	2004-09-30	2004-09-30	100.00%	100.00%
FY08 SS		*	\$22.5	\$22.5	2007-10-01	2007-10-01	2008-09-30	2008-09-30	100.00%	100.00%
FY03 SS		*	\$13.8	\$13.8	2002-10-01	2002-10-01	2003-09-30	2003-09-30	100.00%	100.00%
FY06 SS		*	\$21.4	\$19.6	2005-10-01	2005-10-03	2006-09-30	2006-08-31	100.00%	100.00%
FY09 DME		*	\$3.6	\$3.6	2008-10-01	2008-10-01	2010-04-30	2010-04-30	100.00%	100.00%
FY06 DME		*	\$5.1	\$4.1	2005-10-01	2005-10-14	2006-09-30	2006-08-25	100.00%	100.00%
FY05 DME		*	\$3.6	\$2.3	2004-10-01	2004-10-01	2005-09-30	2005-09-30	100.00%	100.00%
FY09 SS		*	\$16.4	\$16.4	2008-10-01	2008-10-01	2009-09-30	2009-09-30	100.00%	100.00%
FY10 DME: Goldstar Phase II	DME	*	\$0.4	\$0.4	2009-12-15	2009-12-15	2010-04-20	2010-04-20	100.00%	100.00%
FY11 DME: OCMS - SRC Enhancements	DME	*	\$0.1	\$0.1	2011-01-05	2011-01-05	2011-08-13		80.00%	80.00%
FY10 DME: FSS-19 Gov't Personnel & Sec DME	DME	*	\$1.4	\$1.4	2009-10-01	2009-10-01	2010-09-30	2010-09-30	100.00%	100.00%
FY12 SS: O&M (SS) FY12	SS	*	\$23.9	\$0.0	2011-10-01		2012-09-30		0.00%	0.00%
FY11 SS: FSS-19 Gov't Personnel & Sec	SS	*	\$2.0	\$1.5	2010-10-01	2010-10-01	2011-09-30		75.00%	75.00%
FY11 DME: FSS-19 Gov't Personnel & Sec	DME	*	\$0.3	\$0.2	2010-11-15	2010-11-15	2011-09-30		66.00%	66.00%

Table II.B.1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline:

Description of Activity	DME or SS	Agency EA Transition Plan Milestone Identifier	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
DME										
FY10 DME: FSS-19 Aggregated DME (Size LT 250K)	DME	*	\$2.0	\$2.0	2009-10-01	2009-10-01	2010-09-30	2010-09-30	100.00%	100.00%
FY10 DME: Parallel Contracting	DME	*	\$2.8	\$3.1	2010-05-03	2010-05-03	2011-04-22		100.00%	98.00%
FY12 DME: DME (FY12)	DME	*	\$1.5	\$0.0	2011-10-01		2012-09-30		0.00%	0.00%
FY10 SS: FSS-19 Gov't Personnel & Sec	SS	*	\$2.7	\$2.7	2009-10-01	2009-10-01	2010-09-30	2010-09-30	100.00%	100.00%
FY10 SS: O&M (SS) FY10	SS	*	\$16.0	\$14.9	2009-10-01	2009-10-01	2010-09-30	2010-09-30	100.00%	100.00%
FY11 DME: Mass Mods	DME	*	\$0.1	\$0.1	2011-01-05	2011-01-05	2011-07-01		99.00%	99.00%
FY11 DME: OCMS - QC Function Enhancement	DME	*	\$0.2	\$0.2	2010-11-15	2010-11-15	2011-09-30		71.00%	71.00%
FY13 DME: DME (FY13)	DME	*	*	*	2012-10-01	*	2013-09-30	*	*	*
FY13 SS: O&M (SS) FY13	SS	*	*	*	2012-10-01	*	2013-09-30	*	*	*
FY11 SS: O&M (SS) FY11	SS	*	\$22.5	\$16.3	2010-10-01	2010-10-01	2011-09-30		75.00%	75.00%
FY14 DME: DME (FY14)	DME	*	*	*	2013-10-01	*	2014-09-30	*	*	*
FY14 SS: O&M (SS) FY14	DME	*	*	*	2013-10-01	*	2014-09-30	*	*	*
FY15 DME: DME (FY15)	DME	*	*	*	2014-10-01	*	2015-09-30	*	*	*
FY15 SS: O&M (SS) FY15	SS	*	*	*	2014-10-01	*	2015-09-30	*	*	*

Table II.B.1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline:

Description of Activity	DME or SS	Agency EA Transition Plan Milestone Identifier	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
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**2. If the investment cost, schedule, or performance variances are not within 10 percent of the current baseline, provide a complete analysis of the reasons for the variances, the corrective actions to be taken, and the most likely estimate at completion.** The Parallel Contracting effort is ahead of schedule. The CPI and SPI are still on track and there is no corrective action required at this time.

**3. For mixed lifecycle or operations and maintenance investments an Operational Analysis must be performed annually. Operational analysis may identify the need to redesign or modify an asset by identifying previously undetected faults in design, construction, or installation/integration, highlighting whether actual operation and maintenance costs vary significantly from budgeted costs, or documenting that the asset is failing to meet program requirements. The details of the analysis must be available to OMB upon request. Insert the date of the most recent or planned operational analysis.**

2009-05-29

**4. Did the Operational analysis cover all 4 areas of analysis: Customer Results, Strategic and Business Results, Financial Performance, and Innovation?**

no

Section C: Financial Management Systems

Table II.C.1: Financial Management Systems			
System(s) Name	System acronym	Type of Financial System	BY Funding
*	*	*	*

Section D: Multi-Agency Collaboration Oversight (For Multi-Agency Collaborations only)

Table II.D.1. Customer Table:	
Customer Agency	Joint exhibit approval date
NONE	

Table II.D.2. Shared Service Providers		
Shared Service Provider (Agency)	Shared Service Asset Title	Shared Service Provider Exhibit 53 UPI (BY 2011)
*	*	*

Table II.D.3. For IT Investments, Partner Funding Strategies (\$millions):							
Partner Agency	Partner exhibit 53 UPI (BY 2012)	CY Monetary Contribution	CY "In-Kind" Contribution	CY Fee-for-Service	BY Monetary Contribution	BY "In-Kind" Contribution	BY Fee-for-Service
NONE							

Table II.D.4. Legacy Systems Being Replaced		
Name of the Legacy Investment of Systems	Current UPI	Date of the System Retirement
*	*	*

## Section E: Performance Information

Table I.E.1a. Performance Metric Attributes

Measurement Area (For IT Assets)	Measurement Grouping (For IT Assets)	Measurement Indicator	Reporting Frequency	Unit of Measure	Performance Measure Direction	Baseline	Year Baseline Established for this measure (Origination Date)
Mission and Business Results	Goods Acquisition	Increase business volume	annual	business volume - dollars	increase	47.125M	2010-10-31
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2010	48.389M	208(M)	Met	2011-02-28
Mission and Business Results	Reporting and Information	Increase business volume	annual	Business volume - dollars	increase	47.125M	2011-10-31
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2011	48.389M	TBD - Annual Measure	Not Due	2011-05-16
Mission and Business Results	Goods Acquisition	Increase business volume	monthly	Business volume - dollars	increase	47.125 M	2011-10-31
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2012	48.389 M		Not Due	2010-09-17
Mission and Business Results	Goods Acquisition	Increase business volume.	monthly	business volume dollars	increase	\$47.125M	2009-10-30
			Fiscal Year	Target	Actual Results	Target	Last Updated

						"Met" or "Not Met"	
			2009	\$48.389M	\$53.241M	Met	2011-02-28
Customer Results	Customer Satisfaction	Increase customer base of Civilian, Military, State and Local customers	quarterly	Number of valid customers listed in the Customer Address File (CAF)	increase	1,039,327	2011-10-31
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2011	Increase by 3.5%	1,071,712 / (increased by 3.1%)	Not Met	2011-07-28
			2012	increase by 3.5%		Not Due	2011-02-28
Customer Results	Customer Satisfaction	Increase customer satisfaction as indicated by survey.	monthly	Inquiries received from stakeholders	increase	72.6	2009-10-30
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2009	78.6	73.3	Not Met	2010-09-17
Customer Results	Customer Satisfaction	Increase customer satisfaction as indicated by survey.	annual	Respondents rating: 100% equals total possible	increase	72.6	2011-10-31
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2012	78.6		Not Due	2010-09-17

Customer Results	Customer Satisfaction	Increase customer satisfaction as indicated by survey. Available in 4th quarter	annual	Respondents rating: 100% equals total possible	increase	71.6	2010-10-31
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2010	77.6	75	Not Met	2011-02-28
Processes and Activities	Errors	Increase Quality of system changes requested by Customer	quarterly	% of system changes made to the Production Environment without defects and/or unexpected results	increase	95%	2011-10-30
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2011	96%	98.17%	Met	2011-07-28
Technology	Availability	Percentage of servers (Unix and mainframe) that meet the monthly availability goals	monthly	availability goals	increase	99%	2009-10-30
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2009	100%	99.00%	Not Met	2010-09-17
Technology	Availability	Percentage of servers (Unix and mainframe) that meet the monthly availability goals	monthly	Servers meeting availability goals	increase	99%	2010-10-31
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated

			2010	99 - 100%	100	Met	2010-12-23
Technology	Availability	Percentage of servers (Unix and mainframe) that meet the monthly availability goals	monthly	% of servers meeting goals	increase	99%	2011-10-31
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2011	99.8%	100%	Met	2011-02-28
Technology	Availability	Percentage of servers (Unix and mainframe) that meet the monthly availability goals	monthly	% of servers meeting availability goals	increase	99%	2011-08-31
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2012	100%		Not Due	2010-09-17
Processes and Activities	Efficiency	Reduce the cycle time to process offers or to process modifications	quarterly	cycle time	decrease	97.8 Days	2010-10-31
			Fiscal Year	Target	Actual Results	Target "Met" or "Not Met"	Last Updated
			2010	95 Days	Offers= 96.7 days	Not Met	2011-02-28
Processes and Activities	Complaints	Reduce the cycle time to process offers or to	monthly	cycle time	decrease	97.8 Days	2009-10-30

process modifications.

Fiscal Year	Target	Actual Results	Target “Met” or “Not Met”	Last Updated
2009	95 Days	Offers = 77.9 days Mods = 14.2 days (Total 92.1 days)	Met	2011-02-28

\* - Indicates data is redacted.